

Name _____

Period _____

Management Skills

Ch 11 – Sec 2 Management Functions

Basic Management Functions

•Planning

—Deciding _____

•Example – A CEO sets a sales goal to increase profits by 10%.

—Should be _____

•Organizing

—A _____ to reach a company's planning goals.

—Involves _____, establishing working relationships, _____, and directing the work of employees.

—Staffing includes _____ new employees.

•Controlling

—The process of _____ what you planned with _____.

—Involves _____, evaluating performance according to those standards, and _____ revealed by the evaluation.

—**Mission Statement** – describes the _____ of a company in a _____ or two.

•It is a summary of _____.

•Once the goals are established, the company will adopt _____ standards.

Effective Management Techniques

•Give _____

•Be _____

•Treat employees _____

- Be _____ when necessary
- Set a _____
- _____ responsibility
- Foster _____
- Be _____

Employee Motivation

- The more people _____ that they are _____, the _____ they will work.
- Provide frequent _____ to employees.
- Formally _____ them each year.
- _____ smart work, not busy work. (_____ the work.)

Human Resources

- Most companies have a human resources (HR) department that handles _____, and other personnel matters.

Recruiting

- The process of _____ and selecting employees from this group
 - Current Employees – _____
 - Walk-ins
 - Media _____
 - State _____
 - _____

–Discrimination and the Law

- There are laws that prohibit discrimination on the basis of _____
-
-

Hiring New Employees

- _____ the applicant to determine whether an individual has the skills and abilities to perform well on the job

- Explain _____

- Many employers do some pre-employment _____

Orientation and Training Programs

- _____ of the company and introduction to coworkers

- Discussion of the company's history, mission, and _____

- Description of _____

- _____ on equipment, such as cash registers and computers

- Information on _____ facilities are _____

- Information about payroll, benefits, and _____

Other Human Resources Responsibilities

- _____ Employees

- Handling _____ and Grievances

- Assessing _____

- Remedial Action – a means of encouraging appropriate workplace _____ in order to improve employee performance.

- _____ discipline

- _____ discipline

- _____ Employees

- The _____ Interview – provides the opportunity for both the employee and manager to obtain valuable _____.